

DESCRIPTION OF SERVICES AND REQUIREMENTS
FOR
SECURITY SERVICES

SERVICE REQUIREMENTS

1. The services shall consist of providing armed and uniformed security personnel at the Oceanside Transit Center, Vista Transit Center, Escondido Transit Center, Carlsbad Village Coaster Station, Poinsettia Coaster Station, Encinitas Coaster Station, Solana Beach Coaster Station and the Sorrento Valley Coaster Station, on patrol of District right-of-way and SPRINTER Stations in Contractor-provided vehicles, and on Sprinter trains during hours of operation and other NCTD facilities and conveyances as needed. Services shall also include regularly scheduled patrol services and the providing of armed guards on a scheduled or unscheduled basis, as needed, to cover emergencies, special events and locations. Locations, schedule of coverage and number of personnel are subject to change depending upon the needs of the District. Offerors must be able to demonstrate the ability to adjust to the needs of the District with an emphasis in rapid ramp-up and deployment of armed officers without a disruption in security coverage and quality of service.

The security Officers provided by the Contractor shall perform duties including, but not limited to the following:

- a. Acting upon criminal activity and identify problem patrons and try to gain voluntary compliance, or escort off property, or effect a citizens arrest. Summon and assist law enforcement where there is sufficient cause for criminal investigation.
 - b. When unable to act upon criminal activity, report the criminal activity to the jurisdictional law enforcement agencies.
 - c. Provide friendly and courteous route information to patrons.
 - d. Prevent unauthorized personnel from entering restricted areas of NCTD facilities and Right of Way.
 - e. Patrol NCTD private property and facilities on foot, bicycle or vehicle observing and maintaining the security of said property.
 - f. Patrol the public areas of the system.
 - g. Act as Primary Responders to Terrorist threats and incidents to include but not limited to: conducting bomb searches and building evacuations.
 - h. Perform First Aid, maintain order, provide security and assist law enforcement and rescue operations at the scene of any NCTD conveyance accidents or incident.
 - i. Prepare and provide written documentation of security incidents and apprehensions to NCTD in a format approved and used by NCTD for the gathering of statistical data.
2. All guards will possess all valid California mandated licenses and certificates to include Powers to Arrest, Baton permit, exposed firearms permit, CPR/First Aid certification and California Drivers License. The Contractor must maintain a viable system for ensuring that personnel assigned to NCTD maintain a valid California Powers to Arrest certificate, baton permit, exposed firearm permit, CPR/First Aid certification and California Drivers License. The Contractor should demonstrate a viable program, including incentives, for ensuring that all security officers attend a POST Certified 832 PC class within one year of employment. Contractor shall also be responsible for training and certifying security officers in the use of Tazer devices and chemical projectile launcher systems such as Pepper Ball Technologies, in the event the District has the need to deploy these systems.
 3. Contractor, or authorized representative, will report directly to the Chief of Transit Enforcement or designated representative.

4. Security personnel will be in a uniform acceptable to the District and will be armed unless otherwise requested or authorized by the District. The District shall have the right to require the replacement of any security personnel found to be unacceptable, either in appearance or performance. The Contractor shall be responsible for all costs for uniforms and officer equipment unless otherwise specified in this scope of work.
5. Based on the needs of the District, additional security personnel may be required for emergency situations, special events, undercover operations, security level ramp-up, or other situations that may arise. The District will make every effort to provide at least 24 hours notice for such additional personnel. However, circumstances beyond the control of the District may require immediate additional staffing.
6. The duty of security personnel will be that of pro-active enforcement to include a combination of high profile patrol, observing and acting upon potential and actual disruptive or criminal behavior. Security personnel may be forced to take action up to and including citizen's arrest depending on the circumstance. Offerors shall explain in their proposal how the personnel assigned to the District are prepared to handle such situations. Offerors shall also include their Department Policy and Procedures and in-service training lesson plans, in particular, Use of Force and Citizen's Arrest training.
7. Personnel assigned to the contract will be placed in high public contact and heavy public relations locations. These locations will also require: Providing assistance to the public, providing schedule and route information, handling lost and found items and maintaining a safe environment at or near high speed rail facilities and bus facilities. It is imperative that the Contractor provides only security personnel that display a professional image and conduct themselves in a professional manner.
8. Due to safety concerns, the District requires that the Contractor provide only security personnel that possess the ability to be easily understood in English, both orally and in writing. The ability to speak and understand Spanish is also desirable.
9. Security personnel will be required to maintain detailed daily activity logs, prepare incident reports, arrest reports and crime reports, conduct parking lot counts, conduct routine safety inspections on behalf of the District. The Contractor will be responsible for delivering all paperwork to the Chief of Transit Enforcement or designated representative. The Contractor will also be required to maintain and archive copies of all documentation submitted to the District until the end of the contract at which time the Contractor will turn over all documentation to North County Transit District. The Contractor will also be required to submit monthly and annual activity reports to the Chief of Transit Enforcement or designated representative.
10. The Contractor shall have in place a means for disseminating routine and time sensitive information to all personnel assigned to the contract.
11. The Contractor shall provide NCTD with an organizational structure capable of meeting all security requirements as requested by NCTD to ensure adequate security protection for designated areas. Categories of officers shall include, but not be limited to, field personnel, patrol units, post guards and supervisors. Staffing shall include one qualified site or project manager, a sufficient number of qualified supervisors with field experience in transit security operations to provide adequate supervision. An adequate number of field training officers will also be needed to ensure satisfactory field training of assigned personnel. Security officer staffing will vary and will be specified by NCTD to meet various contingencies. The Contractor will also be required to meet all staffing requirements as needed.
12. In addition to officers assigned to regular duties, the Contractor must be able to provide large contingents of officers, with an appropriate number of field supervisors, for special event staffing with little notice. Proposer must be capable of staffing several special events simultaneously.

13. It is the responsibility of the Contractor to provide patrol vehicles for right-of-way and station patrols and for deployment of officers as dictated by the staffing schedule shown below. They are to be uniform in appearance, mechanically sound, and project a professional image and meet the defined needs of NCTD for off road and on road patrol. They are to be easily identifiable and at a minimum be equipped with amber light bars and communications equipment that will enable them to communicate with both their own personnel and District personnel at the Oceanside Transit Center Control Center. Vehicles will also be in compliance with California State law and regulations pursuant the California Department of Consumer Affairs, Bureau of Security and Investigative Services. The District requires that the contract security supervisory staff be able to travel from one location to another as needed. Therefore, the Offeror must show that they possess vehicles for such purposes or can provide such transportation. The Contractor must be willing to allow the placement of an NCTD Transit Patrol or Transit Enforcement decal on those vehicles used for patrol purposes.
14. The Contract calls for personnel to be assigned at various times of the day or night. Offerors shall demonstrate that a system is in place that will allow for designated District personnel or Contractor's personnel to contact the Contractor at anytime.
15. The Contractor will be required to supply all uniforms, supplies and equipment necessary for the security personnel to properly carry out their assignments. All uniforms, footwear and safety equipment must be of a type and level acceptable to NCTD. The Contractor will also be required to supply cellular telephones to its officers and supervisors that will allow each location to talk to other locations as well as the District's security communication center in Oceanside and Escondido. All security personnel on post will have continuous communication capability at all times. NCTD is an RCS member agency and as such will supply RCS hand held and mobile vehicle radios as required. The Contractor will be responsible for the repairs or replacement of any issued RCS radios that are damaged, lost or destroyed by the Contractor or its representatives.
16. The Contractor will be required to submit a current copy of the State of California Department of Consumer Affairs Private Patrol Operators License authorizing the Contractor to provide contract security services in the State of California. Contractor will also be required to submit a current copy of any city or county licenses, permits or certificates necessary to operate in any of the locations specified in this document. The Contractor will also be responsible for obtaining any city or county licenses, permits or certificates for any future locations as directed by the District.
17. The Contractor will be required to make available, at the Contractor's expense, key management and supervisory staff from the company for periodic safety training as deemed necessary by the District. It will be the Contractor's responsibility to administer the District's rail safety program to all security personnel. It will also be the Contractor's responsibility to administer to its security personnel any other safety or training program as required by the District. The Contractor will also be required to provide a 160 hour probationary training program and an in-service training to all security personnel to include but not limited to: Quarterly firearms qualifications and annual firearms training to include low light simulation, arrest and control, Contact and Cover, officer safety and other perishable skills as identified.
18. The Contractor will maintain training records of all its security personnel assigned to this contract for a period of time to be determined by the District. The Contractor will also work jointly with the Chief of Transit Enforcement to develop policy and training requirements. The Contractor will be required to allow the Chief of Transit Enforcement or a designated representative the final review and approval of any training and policy to be implemented.
19. The current security officer deployment plan entails the following elements:
 - Assignment of officers at certain key transit centers on a 24 hour per day basis or a full service day basis (up to 20 hours per day), per the schedule below.

- Assignment of officers at certain rail stations during peak service hours only, with coverage in off-peak periods to be provided by vehicle patrol officers.
- Assignment of officers to a COASTER Rail Patrol, covering the right-of-way, using contractor-supplied vehicle(s).
- Assignment of officers on the SPRINTER corridor on a vehicle patrol basis during all service hours, covering both the right-of-way and the stations.
- Assignment of officers to ride SPRINTER trains on a random basis during all service hours.

Current locations and basic hours of coverage as currently configured:

(This information has been redacted for security reasons)

20. It is important that the Offeror understands that the schedule of coverage and locations may change from time to time and that the District does not guarantee any minimum or maximum hours of coverage or locations. The purpose of selecting a security Contractor for this service is to identify an Offeror who will provide whatever security services the District deems necessary during the term of the contract.
21. As between NCTD and the Contractor, the Contractor is deemed to assume responsibility and liability for, and the Contractor shall indemnify and hold harmless, NCTD and any and all of its officers, or employees from and against any and all claims, loss, damage, charge or expense, whether direct or indirect, to which the above entities or such officers, employees may be put or subjected, by reason of, any damage, loss or injury of any kind or nature whatever to persons or property caused by or resulting from or in connection with any negligent act or action, or any neglect, omission or failure to act when under a duty to act, on the part of the Contractor or any of its officers, agents, servants, employees or subcontractors in its or their performance hereunder. In addition to any other remedy authorized by law, so much of the money due the Contractor under this agreement shall be considered necessary by NCTD may be retained until disposition has been made of any claims for damage.
22. The Contractor will show that they conduct thorough and comprehensive Background Investigations including psychological and behavioral testing. Every guard that is assigned to this contract will have successfully completed all aspects of the Background Investigation prior to assignment.
23. NCTD reserves the right to review and or interview all perspective guards and to qualify or disqualify the guards based on the needs and requirements of the District. The Contractor will be required to allow the Contractor Services or a designated representative to sit as a member of the guard pre-employment interview panel, to review all Background Investigation information and conduct a final interview for all guards being considered for this contract.
24. The Contractor will be required to adhere to and administer the Federal Transit Administration (FTA) Drug and Alcohol testing program to all its "Safety Sensitive" officers assigned to this contract, in accordance with 49 CFR Part 655 and 49 CFR Part 40, as amended. All such officers are required to submit to testing and pass all testing with a negative result for alcohol or narcotics as defined by the FTA prior to working on the contract. Officers will be required to submit to random testing during the course of their tenure on this contract and be required to pass all testing with a negative result for alcohol and narcotics as defined by the FTA. The Contractor shall submit their draft FTA-compliant Drug and Alcohol Testing Program to NCTD for review and approval within 15 days of the Notice to Proceed. The Contractor will be required to be thoroughly knowledgeable of the FTA Drug and Alcohol program and adhere to all requirements as set forth. The Contractor will submit to NCTD's Manager of Human Resources and the Chief of Transit Enforcement all required quarterly and annual testing and compliance reports.